

ABSTRACT

BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES

5        The quality of information technology services provided by an organization to a customer is assured. Assurance reviews of a first solution are performed and a second solution is defined to correct deficiencies. A third assurance review is performed. Customer commitment to the second solution is obtained. A 10      readiness review, a project management review, and a deliverable readiness review are performed assuring customer need satisfaction.